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AUTHOR Owen, Mary Jane
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ABSTRACT

This booklet offers suggestions to the handicapped individual for the use of volunteer experience to expand personal employment opportunities. Examples are offered of handicapped persons who have used volunteering to create an employment opportunity. Suggestions follow for approaching the volunteer market, finding and making contact with a place/organization to volunteer, and developing a realistic and career-oriented approach to volunteering. Guidelines are provided for including volunteer experiences or skills on a job application or resume. Accessibility and accommodation considerations are also discussed. Attachments include sample job applications and lists of reading resources, community resources, and national volunteer agencies and organizations. (YLB)

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PREFACE:

I slipped into volunteer employment less by choice than by chance. There did not seem to be many organizations advertising for newly blinded adults still refining their independent living skills. However, time hung heavy and I wanted to find something which would get me out of the depressing similarity of days that made no demand on me. A first effort involved helping with a mass mailing. I knew I could stuff envelopes. It took only a few hours one cold rainy day, but I'd been able to help someone else and I was warmed by the excitement of working with other people. I offered to do more and soon was involved with telephone surveys, writing letters, and drafting statements. One day I was asked if I'd be willing to come in on a regular full-time basis. The organization was the Center for Independent Living in Berkeley, California, and within a short time I had become a paralegal advocate working with clients who were also disabled, consulting with private sector affirmative action officers, lecturing and training on barrier removal.

I will never forget the excitement of the first paid sub-contract I got. A former associate from pre-disability days called to ask if I'd like to take charge of the disability aspects of a community organizing contract he had with a federal agency. It involved a trip out of town and a brief stay in a seaside resort. I worked hard and knew I was on target. It was exciting to be paid for doing something I enjoyed doing.

That rather informal contract led to more work, first on a contractual basis and then in a regular federal position with ACTION and finally with The President's Committee on Employment of the Handicapped. My volunteer path was not a superhighway, but it led to opportunities that helped me develop a new career. People I met on the way discovered I had skills they needed.

Since joining the staff of the President's Committee, I have wanted to share the lessons I learned. Those of us with disabilities are faced with the knowledge that there is at least a 60% unemployment rate among our "job-ready" peers. We need to use all available resources to illustrate our potential value and worth. The one asset we all have to invest in that effort is our own time. We can use the hours of our days in ways that are interesting and challenging to us but which also present our abilities, talents, skills and potential to their best advantage.

None of us knows where the journey of our life will take us but the trip is now. BON VOYAGE TO US ALL.

Mary Jane Owen

The volunteer path to employment

EVER wondered how to get the experience required for a job?

FRUSTRATED because you can't get started in your career?

WONDERING when your service network will come up with an employment opportunity for you?

There may be a way for you to pick and choose the job-related experience that will:

- look good on your resume
- meet requirements on a job application
- prove your abilities to do work you want
- bring you into contact with others working in your field of interest

Do You Know That:

- volunteer work can be a path to paid employment?
- unpaid apprenticeships and volunteer activity in community service and private sector projects have led to paid employment for many disabled people?
- a 1981 Gallup Poll showed that 52% of all U.S. adults donate some part of their time as volunteers?
- all kinds of people make up the volunteer sector?
- the White House and other public and private agencies have developed new initiatives to encourage volunteerism?
- making a contribution to your community makes everybody feel good?

Why Wait To Get Involved?

As a disabled person you can volunteer with no other goal than to make a positive contribution to your community.

BUT: It is also possible to use volunteer experience to expand your personal employment opportunities.

WHATEVER your goal in volunteering, be sure you make choices that are right for you. Take charge of the vast array of possibilities. Your choices may be more varied than you realize.

Volunteering can offer a valuable opportunity to "test" yourself in a real-life situation as you move toward full-time commitments. YOU WILL:

- find out if a particular kind of work is right for you
- find out if your independent living skills are sufficiently developed
- find out what training or skills you need to develop
- find out how to deal with the work-a-day problems associated with every job
- make friends with other people who are doing the interesting things you want to try
- have an opportunity to educate other about your SKILLS, ABILITIES, NEEDS.

If you want to create an opportunity for yourself . . . . . .

WHY NOT TRY THE VOLUNTEER PATH?

- One young disabled woman volunteered to work on a city-wide committee to increase accessibility by placing curb cuts on the streets and ramps and elevators in public buildings. Slowly, she became recognized as an expert by the city officials, who increasingly turned to her for advice and then offered her a job. She likes the position but sees the advantage of an advanced degree in city planning and may decide to go back to school with this objective. Her career, in any event, is well established.
- A man who uses a wheelchair had always enjoyed working with his hands and wanted to learn cabinet making. He volunteered to work in a small shop in his community. In exchange for the unpaid help, the owner was willing to make the few accommodations necessary to allow for wheelchair access to the equipment.

Within a few months, the young man was promoted to a paid position, and he now looks forward to buying out the business when his boss retires.

- A young blind man had always loved cars and had taken machine shop in high school but neither he nor his vocational rehabilitation counselor could find him a job. The young man talked with the owner of the neighborhood garage several times about his interest, and arrangements were made for his "trial" as an apprentice. The young man is now well known in his community as the "blind mechanic" who can diagnose and fix almost any motor.
- A deaf woman had always wanted to be a teacher. Her goal was to teach sign language to hearing people and bridge the gap between the deaf and hearing communities. She knew that she had many skills but had never been able to use them. She applied to be a VISTA volunteer and was accepted. Her assignment involved administering an extensive program of community service and outreach. In this process, she learned that she had political skills and participated in several national level meetings. This visibility gave her the opportunity to later move into consulting work, where she has developed several training programs designed to break down communication barriers.
- A young man wanted a "real job" like his more intellectually able sister and brother. Although he had enjoyed a sheltered workshop for a number of years, he was not satisfied. A family friend agreed to have him start out as a volunteer messenger in the shop he ran. As time passed, the young man took on more responsibilities and was promoted to a paid position. As he became more confident, he was given longer routes and now works as a bike messenger at the going rate. He knows the whole city better than any of his family.

Do these examples sound unusual? Are these disabled people unique? Maybe, but so are YOU and so are we all. We all have a whole set of positives and a need to develop them. As individuals, we forge the bonds that make full participation a reality. Remember, there is a particular contribution that you can make.

GIVEN A CHANCE, A BIT OF ENCOURAGEMENT AND SOME LUCK . . . YOU CAN FIND A PRODUCTIVE AND SATISFYING ACTIVITY.

Recently, there have been official changes in the way volunteer activities are evaluated. On both federal and state employment applications, documented experience as a volunteer can be substituted for paid employment. Private sector opportunities are also opening up: employers are evaluating productive non-paid work as they review potential employees.

Volunteering or apprenticeship service may be the path to reaching your goals.

— The Disabled Youth project administered by VOLUNTEER: The National Center for Citizen Involvement was funded by the Kellogg Foundation to illustrate, to both the community and to disabled young people, the advantages of volunteer activity. Some of the projects have led to job experience and summer jobs, such as:

- assistant in a day care center
- library page
- library assistant
- tutor
- office worker
- clerical worker
- typist
- interviewer
- receptionist
- helper in a recreational program
- helper in a craft program
- gardener
- radio worker
- data compiler
- print shop worker
- telephone service worker
- messenger
- assistant with maintenance duties
- mailing and collating worker

— Another national program is the federal volunteer programs of ACTION. VISTA (Volunteers In Service To America) is one of these programs. It has used disabled adults in many challenging positions that have led to increased opportunity:
  - job placement counseling
  - program consultants
  - patient advocate in a hospital
  - counseling in various skill areas
  - para-legal advocacy
  - public relations
  - conference organizing
  - fundraising activities
  - grant proposal writing
  - transportation projects
  - accessibility projects

— Some disabled people have used the Peace Corps route to exciting careers. This government agency sends adults of all ages to developing countries for two years of volunteer service. Peace Corps recruitment materials note:

"Handicapped people have served extremely successfully overseas." To be a Peace Corps volunteer, one must be healthy and able to contribute to the needs of those countries served by this branch of the federal government. If you have training in such fields as teaching, accounting, art, science, English, horticulture or many other areas that are needed, and would like to use these abilities to help others while you gain experience, you may wish to consider this aspect of volunteering.

You'll have the satisfaction of having given of yourself and the enrichment that comes with two years of hard important work. You'll gain experience. You'll travel. You'll hone your personal and professional skills.

And you'll have first-hand knowledge of a different culture—a knowledge essential in understanding world needs, in working with people from different backgrounds, in helping solve problems. That's a skill employers recognize as a sign of motivation, creativity, achievement and self awareness. A nice credential to have.

Upon return, some disabled volunteers have chosen to become federal employees. Successful completion of a tour of duty brings non-competitive eligibility for appropriate government work.

Private sector employers also welcome returned Peace Corps volunteers.

The Chairman of RCA Corporation says:

Volunteers contribute to better American foreign relations while serving their host nation and gain valuable experience for careers in private industry, the professions, or government.

— Other disabled individuals have been successful in contacting business people in their own communities. Unpaid apprenticeships have led to successful transitions to paid jobs in the following areas:
  - a variety of crafts
  - carpentry
  - picture framing
  - gardening
  - flower design
  - office management
  - marketing and sales
  - bartending
  - training and consulting
  - receptionist
  - telephone answering services

ALL these opportunities are limited only by your imagination in thinking of the possibilities.

How do I make this work for me?

Everything you have ever read about how to find a job applies to finding the right volunteer opportunity. The Bolles *What Color Is Your Parachute?* (see Reading Resources)

approach to the job hunt suggests a way to get around the "screening out" process that confronts anyone who thinks only of resumes and placement agencies in their search for employment. You can use these same techniques as you approach the volunteer market.

Questions to ask:

WHAT do I want to do?
WHERE do I want to do it?
WHO can help me do it?
HOW can I make a good case to be allowed to do it?

Do I go through a volunteer clearinghouse or agency?

The question will arise whether you should go through a special program geared for handicapped individuals.

If your community has a program which places volunteers in the kind of situation that will lead to your career choice, of course you should use it. You want to take advantage of all the help available.

HOWEVER, remember that your career path is more important to YOU than to anyone else. This means YOU can't wait for someone else to put in all the effort to find the best available solutions for you.

Although formal volunteer opportunities are increasing every day, you may find that YOU are the first disabled person in your community to decide to use this career route. If so, you may need to develop your own options.

Where can I find a good place to volunteer?

Once you have decided the general area of your interests, the next step is to talk with people who know something about them.

Where can I find organizations that are involved in what I want to do?

- If your community has a volunteer clearinghouse, that is a good place to start.
- You can talk with people who are doing what you think you would like to do and let them know you are searching for a way to fit in as a volunteer.
- Your local library can also be helpful. The reference librarian can help you find appropriate listings of relevant organizations, agencies or businesses.
- It's a good idea to talk to friends, family and acquaintances about your interests; you never know who will turn out to be the bridge to the "perfect" contact.

How do I make contact with an organization?

Once you think you know where you would like to work, it makes sense to schedule an "information interview." Since you are not trying to get a job at this point, there is even more reason why people will be willing to help you explore possibilities.

Do some homework ahead of time about the organization. Many organizations have prepared written materials explaining their operations, which they are happy to provide to people who call or visit. Another source of information may be directories of service agencies available at your local library.

It is also a good idea to find out the person who is most knowledgeable about your area of interest. Once you have the name of the right person, it will be easier to get an appropriate appointment.

What will I want to look for in a volunteer program?

Before you make a commitment to take a specific volunteer job, the following points

may help you develop a realistic and career-oriented approach.

Be sure you have a definite assignment and evaluation process. Establishing a structure to the responsibilities you assume will help to ensure that:

- You learn as much as possible;
- You will be able to state what skills you have developed;
- You will be able to document what abilities you have demonstrated.

You want to acquire skills and knowledge that can be demonstrated and that are transferable.

Then, as you carry out the assignment, you will know that:

- The goals of the task are ones you chose.
- You want to do it.
- It is realistic—neither so difficult as to be a strain nor too easy to challenge you.
- It is specific and defined.
- There is some way to measure your success.
- You have some time-frame or schedule for achievement.
- You can see a personal benefit.

How will this good stuff fit on a job application or resume?

It will "fit" in the same way any job-related experiences or skills can be added to an application form.

You want the finished product to reflect you:

Neatness counts
Clear writing counts
Good organization of ideas counts

Applications for federal and state positions now specifically request that you include volunteer experience:

> Volunteer Experience—You may receive credit for pertinent religious, civic, welfare, service and organizational work performed with or without compensation. Show the actual amount of time spent in such work (for example, average hours per week or month). Complete all the items just as you would for a compensable position.

The following examples show how one applicant for federal employment filled out the Standard Form 171-A.

Adopt an expansive view of your value. Forms are often designed to keep information to a minimum. If you need more space to detail important experience, remember you can add attachments and it is possible to cut and paste. Just remember to keep it neat and logical.

Which of the following sample applications make volunteer experience most relevant? (See pages 9 and 10).

Some private sector job application forms also indicate an interest in looking at your unpaid experience. VOLUNTEER: The National Center for Citizen Involvement recently indicated that the following companies specifically ask for such information:

AT&T
Atlantic Richfield Company
Automobile Club of Southern California
Carter Hawley Hale Stores Inc.
Coca Cola USA
Daniel, Mann, Johnson & Mendenhall
Dart Industries
Forest E. Olson, Inc., Realtors
Kaiser Aluminum and Chemical Corp.
Levi Strauss & Company
Occidental Life
Pacific Gas & Electric
Security Pacific National Bank
Union Carbide
United Airlines
Wells Fargo Bank
Wylie Laboratories
National Assn. of Manufacturers
U.S. Chamber of Commerce

Even if the form does not specifically request information on non-paid experience, you may still document such activities. Here

are two examples of how volunteer experience can be described on the Bell System application which calls for volunteer experience. (See pages 11 and 12).

Things that may be helpful:

Be as complete and concise as possible.

Use action words to describe what you did:

analyzed	fixed	managed
assembled	gathered	memorized
budgeted	guided	negotiated
built	helped	nursed
clarified	handled	operated
compiled	identified	organized
decorated	initiated	performed
developed	judged	publicized
edited	joined	recruited
evaluated	learned	repaired
facilitated	lectured	

Mention:

- The skills that were required
- Special assignments
- Responsibilities you had
- Your relationship to others
- Your accomplishments
- Any other factors which illustrate what you accomplished

Throughout your description be sure to use straightforward and precise words. Use the application filling out process as an assignment in how well organized you are. It can be a creative challenge to make yourself shine through.

Use a separate section of the form for each different volunteer activity so that you can describe it fully.

REMEMBER: You can list written material you have prepared for a variety of purposes, even if it has not been published. If you want to get into a career that requires writing skills, you can begin to acquire that skill on your own time and in your own home. That kind of volunteer activity can be totally under your control. And you can add this skill to your application form under the proper section.

Preparing a resume:

This can be as complex or as simple as you wish. There are guides to help you choose the style you like best. For example, you can check with your local U.S. Employment Service office for their brochures on resume preparation.

What about accessibility and accommodation?

Certainly we all look forward to a time when such questions will not need to be asked. Laws, regulations and common sense bring us closer to an accessible society each year. Right now, as we move toward that ideal, there are often "practical" day-to-day solutions that might help you get what you want **this** year.

- **You will want to be clear just what accommodations are necessary for you.** As you "sell" the idea that your volunteer efforts are worth the time, cost and effort to meet YOUR needs, it is important to know what short-cuts you are willing to accept.

How "accessible" does your volunteer environment have to be in order not to interfere with your efficiency, safety and comfort? Be clear and precise. Before making a firm commitment, be sure your individual needs can and will be met. If there are

- architectural
- communications
- attitudinal or
- transportation

barriers YOU will not be able to do the kind of job you want. Keep looking for an environment that will enable you to be a successful volunteer.

As I said in the beginning, none of us knows where the journey of our life will take us, but the trip is now. BON VOYAGE TO US ALL.

21 Experience Begin with current or most recent work or volunteer experience and work back. Account for periods of unemployment exceeding three months and your residence address at that time on the last line of the experience blocks in order of occurrence.

May inquiry be made of your present employer regarding your character, qualifications, and record of employment? (A "NO" will not affect your consideration for employment opportunities except for Administrative Law Judge positions.) [X] YES [ ] NO

A

Name and address of employer's organization (include ZIP Code, if known)

Blank Community Church
0000 Heavenly Street
Wide City, State 00000

Dates employed (give month and year): From mo/yr To Present

Average number of hours per week: 20 hours per wk

Salary or earnings: Volunteer
Beginning $ per
Ending $ per

Place of employment: City Wide City, State State

Exact title of your position	Name of immediate supervisor	Area Code	Telephone Number	Number and kind of employees you supervised
Conference Coordinator	Father Blank	000	000-0000	none

Kind of business or organization (manufacturing, accounting, social services, etc.)	If Federal service, civilian or military: series, grade or rank, and date of last promotion	Your reason for wanting to leave
non-profit	not applicable	self-improvement

Description of work (Describe your specific duties, responsibilities and accomplishments in this job.):

Working with Father Blank, I planned and organized a conference on accessibility of churches.

The conference lasted 2 days and was successful.

For agency use (skill codes, etc.)

B

Name and address of employer's organization (include ZIP Code, if known)

Dates employed (give month and year): From To

Average number of hours per week

Salary or earnings
Beginning $ per
Ending $ per

Place of employment: City State

Exact title of your position	Name of immediate supervisor	Area Code	Telephone Number	Number and kind of employees you supervised

Kind of business or organization (manufacturing, accounting, social services, etc.)	If Federal service, civilian or military: series, grade or rank, and date of last promotion	Your reason for leaving

Description of work (Describe your specific duties, responsibilities and accomplishments in this job.)

For agency use (skill codes, etc.)

C

Name and address of employer's organization (include ZIP Code, if known)

Dates employed (give month and year): From To

Average number of hours per week

Salary or earnings
Beginning $ per
Ending $ per

Place of employment: City State

Exact title of your position	Name of immediate supervisor	Area Code	Telephone Number	Number and kind of employees you supervised

Kind of business or organization (manufacturing, accounting, social services, etc.)	If Federal service, civilian or military: series, grade or rank, and date of last promotion	Your reason for leaving

Description of work (Describe your specific duties, responsibilities and accomplishments in this job.)

For agency use (skill codes, etc.)

If you need additional experience blocks, use Standard Form 171-A or blank sheets of paper

SEE INSTRUCTION SHEET

21 Experience Begin with current or most recent work or volunteer experience and work back. Account for periods of unemployment exceeding three months and your residence address at that time on the last line of the experience blocks in order of occurrence.

May inquiry be made of your present employer regarding your character, qualifications, and record of employment? *(A "NO" will not affect your consideration for employment opportunities except for Administrative Law Judge positions.)* [X] YES [ ] NO

A

Name and address of employer's organization *(include ZIP Code, if known)*	Dates employed *(give month and year)*	Average number of hours per week
Blank Community Church 0000 Heavenly Street Wide City, State 00000	From mo/yr To Present	20 hours per wk
	Salary or earnings Beginning $ per Ending $ per	Volunteer
		Place of employment City Wide City State State

Exact title of your position	Name of immediate supervisor	Area Code	Telephone Number	Number and kind of employees you supervised
Conference Coordinator	Father Blank	0000	000-0000	none

Kind of business or organization *(manufacturing, accounting, social services, etc.)*	If Federal service, civilian or military: series, grade or rank, and date of last promotion	Your reason for wanting to leave
non-profit	not applicable	self-improvement

Description of work *(Describe your specific duties, responsibilities and accomplishments in this job.)*:

Responsible for coordinating and planning of a statewide conference on church accessibility under the direct supervision of Father Blank. Duties included researching literature and resources to locate best materials for inclusion in study packets. Arranged for authorization to copy selected articles. Within a limited budget, authorized purchase of relevant booklets as well as reprinting and collation of articles, etc. Coordinated with local agency which contributed brailled agenda and taped printed materials. After consultation, developed an agenda for the 2 day conference and contacted experts as keynoters and panel participants. Developed background materials and coordinated with speakers to assure maximum use of their expertise. Wrote and distributed news releases. Contacted local radio talk show and arranged for local minister and disabled advocate to appear. Worked with women's committee to assist in development of a fund raising luncheon and dinner for conference participants. Contacted and developed a contract with local college for housing of conference participants and contracted with a local para-transit service for accessible transportation. Secured interpreter for the deaf. Within limited budget, negotiated contracts and arranged for appropriate tax deductable contributions and in-kind services.

For agency use *(skill codes, etc.)*

B

Name and address of employer's organization *(include ZIP Code, if known)*	Dates employed *(give month and year)*	Average number of hours per week
	From To	
	Salary or earnings Beginning $ per Ending $ per	Place of employment City State

Exact title of your position	Name of immediate supervisor	Area Code	Telephone Number	Number and kind of employees you supervised

Kind of business or organization *(manufacturing, accounting, social services, etc.)*	If Federal service, civilian or military: series, grade or rank, and date of last promotion	Your reason for leaving

Description of work *(Describe your specific duties, responsibilities and accomplishments in this job.)*:

For agency use *(skill codes, etc.)*

C

Name and address of employer's organization *(include ZIP Code, if known)*	Dates employed *(give month and year)*	Average number of hours per week
	From To	
	Salary or earnings	Place of employment

Bell System

Applicant Record

Complete The Following

1. Print Your Name, Today's Date, Social Security Number, Present Address, And Telephone Number(s) Where You Can Be Reached, Along The Left Side Of This Form. Turn To The Back Of The Form And Read The Statements "As An Applicant You Understand The Following" And Sign The Form.
2. Complete The Following Sections Of This Form:
   - Employment And Business Experience
   - Military Service (If Applicable)
   - Education
   - Other Activities/Special Skills
   - Additional Information

Applicant Name: (Last) Bliss (First) Betty (Middle) Blue

Present Address: (No./Street) 000 Real World Lane (City) Blank City (State) S.T. (Zip) 00000

Contact Number(s): (000) 000-0000

Social Security No. 000-00-0000

Date mo/day/yr

Employment And Business Experience

(Indicate All Permanent, Cooperative, Summer, And Voluntary Work, Including Bell System Employment. List Most Recent Job First.)

Activity Code	Name And Address Of Employer	Nature Of Your Work Or Duties	Reasons For Leaving	Hrs. Per Week	Dates (Mo./Yr.) From	Dates (Mo./Yr.) To
A	Blank City Recreation Office Blank City Hall, Blank City, S.T. 00000	receptionist	self-improvement	20	xx/00	Pres.
B						
C						
D						

Military Service (Do Not Include ROTC)

Activity Code	Branch Of Service	Occupational Specialization	Dates (Mo./Yr.) From	Dates (Mo./Yr.) To	Grade/Rank At Discharge		Special/Technical Training	Dates Of Attend. From	Dates Of Attend. To
E									

Education (Indicate All Periods Of Schooling, Beginning With High School)

Activity Code	Name And Address Of High School, Colleges Or Other Schools	Degree Received Or Expected (If App) Degree	Degree Received Or Expected (If App) Date	School Years Completed	Major Field	Dates Of Attend. (Mo. And Yr.) From	Dates Of Attend. (Mo. And Yr.) To
F							
G							
H							
I							

Other Activities/Special Skills

(Include Any Additional Facts Or Details that You Feel More Fully Explain Your Qualifications For Employment)

School, Campus, Professional, Community, Or Leisure Activities _____

____Typing: Approximate Words Per Minute _____ ____ FCC License: Class _____

____Shorthand: Approximate Words Per Minute _____ ____ Other: Explain _____

____Keypunch: Approximate Strokes Per Minute _____ _____

FCC Item No. 22c

Bell System

Applicant Record

Complete The Following

1. Print Your Name, Today's Date, Social Security Number, Present Address, And Telephone Number(s) Where You Can Be Reached, Along The Left Side Of This Form. Turn To The Back Of The Form And Read The Statements "As An Applicant You Understand The Following" And Sign The Form.
2. Complete The Following Sections Of This Form:
   - Employment And Business Experience
   - Military Service (If Applicable)
   - Education
   - Other Activities/Special Skills
   - Additional Information

Applicant Name: (Last) Bliss (First) Betty (Middle) Blue

Present Address: (No./Street) 000 Real World Lane (City) Blank City (State) St. (Zip) 00000

Social Security No. 000-00-0000

Contact Number(s) (000) 000-0000

Date mo/day/yr

Employment And Business Experience

(Indicate All Permanent, Cooperative, Summer, And Voluntary Work, Including Bell System Employment. List Most Recent Job First.)

Activity Code	Name And Address Of Employer	Nature Of Your Work Or Duties	Reasons For Leaving	Hrs. Per Week	Dates (Mo./Yr.) From	Dates (Mo./Yr.) To
A	Blank City Recreation Office Blank City Hall, Blank City, St. 00000	receptionist	self-improvement	20	xx/00	Pres.
B						
C						
D						

As receptionist in a municipal office that coordinates varied recreational activities in three city parks, receive and route telephone calls for five professional staff, using independent judgment, and keep their appointment and duty hour schedules. Responsible for answering routine questions from the public and from approximately 15 volunteers and student interns at the recreation sites. Present a positive image of the office at all times. Update volunteer and intern schedule each week.

Military Service (Do Not Include ROTC)

Activity Code	Branch Of Service	Occupational Specialization	Dates (Mo./Yr.) From	Dates (Mo./Yr.) To	Grade/Rank At Discharge		Special/Technical Training	Dates Of Attend. From	Dates Of Attend. To
E									

Education (Indicate All Periods Of Schooling, Beginning With High School)

Activity Code	Name And Address Of High School, Colleges Or Other Schools	Degree Received Or Expected (If App) Degree	Degree Received Or Expected (If App) Date	School Years Completed	Major Field	Dates Of Attend. (Mo. And Yr.) From	Dates Of Attend. (Mo. And Yr.) To
F							
G							
H							
I							

Reading resources

Richard N. Bolles, *What Color is Your Parachute?* 1982. Ten Speed Press, Box 7123, Berkeley, Calif. 94707, paper, $7.95.

This book is "must" reading for anyone who is looking for the creative way to move into a career. It is focused on getting a paid job, but all the techniques can be used in making the transition into a volunteer position.

The So-Called 'Handicapped' Job Hunter: Strategies for Helping Him or Her in Today's Job Market

This is the November/December 1978 issue of the Newsletter that is developed in the National Career Development Project that Bolles has set up. Single copies of this issue are available free if you send a self-addressed stamped business size envelope to the Project, at P.O. Box 374, Walnut Creek, Calif. 94596. It is specifically addressed to someone who might be helping you, but you can gather a lot of information from this type of resource.

President's Committee on Employment of the Handicapped, *Independent Living Ideas, Planning for a Job: Tips for Disabled Students*

Single copies are available free on request from the President's Committee on Employment of the Handicapped, Washington, D.C. 20210.

Other resources:

In your community:

- Local community clearinghouse or information center on volunteers. (Administrators in volunteer programs are currently being encouraged and trained to avoid "handicappism" when evaluating potential volunteers.)
- Local library (Librarians are trained to use all the resources of their reference departments to locate information for you. They can help you find out about local agencies, organizations, businesses or other opportunities in your interest area.)
- Telephone directory (Don't forget to consult the listings in the "Yellow Pages" under the categories that are of interest to you.)

National volunteer agencies and organizations:

- VOLUNTEER: The National Center for Citizen Involvement, P.O. Box 1807, Boulder Colorado 80306

This organization was formed when several previous national level volunteerism organizations merged for more effective coordination. They have been running projects on the use of disabled volunteers and may have information that will be useful to you.

- ACTION federal agency

Information to volunteer for ACTION agency Volunteers in Service to America programs (VISTA): call Washington, D.C. toll free (800)424-8580, ext. 282. Ask for their recruitment materials and information on current projects. There is a network of state and regional offices.

- Peace Corps

Information to volunteer with the Peace Corps: call Washington, D.C. toll free (800) 424-8580, ext. 293. Ask for their recruitment materials and information on current projects. Peace Corps has several regional offices.